

**From:** Sue Shannon-Biddiscombe  
**To:** Microsoft ATR  
**Date:** 1/3/02 1:29pm  
**Subject:** MICROSOFT SETTLEMENT

I want to see this case settled immediately and with as little disruption to Microsoft as possible. Microsoft has not taken advantage of consumers; on the contrary, Microsoft has always provided the best products and progressively lower prices. Frankly, if I turn on a computer and do not see the Microsoft logo, I will be very concerned about what I am getting myself into. It only makes sense to have a standard software so computers can communicate. The last thing this country (and World) needs is several different platforms. Deregulation is not working to consumer advantage in telecommunications or utilities. Sometimes it makes sense to have uniform service.

Sincerely, Sue Shannon Biddiscombe

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